



CraftWork™ Flight Rules

(stuff you agree to do upon becoming a member)

CraftWork™ is here to build a supportive and collaborative place for its members to thrive. We do this by providing a comfortable and flexible workspace, opt-in learning opportunities and events, and the chance to be part of a community of aligned entrepreneurs who love Healdsburg.

While we appreciate independent thinking and creative individualists, by choosing to join CraftWork™, you acknowledge there are - and you will follow - our 'flight rules'.

1. Be a good person

Pay it forward, conduct random acts of kindness, play nice with the other kids in the sandbox. Yes, they are clichés, but they really mean something. CraftWork™ is here to help everyone succeed...not for some members to win and some to lose. Be supportive of other members. Respect their need for space when they ask for it (or look like they need it) and provide support when they invite you to opine, suggest, review or collaborate.

2. Don't be THAT member

Remember our members are here to build their business, meet some new people, have fun and work hard. But they are not here to be sold, solicited or cajoled into your business. If they want to do business with you great! But don't use your membership as a place to ply your trade.

Respect others around you. Talk at an appropriate level. Take your long phone calls to the phone booth or outside. Avoid profanity and loud noises. Play your playlist or binge watch Netflix -- with headphones on.

3. Help us build a great community

Make the power of collaboration a real thing. You will learn and benefit as will other members. Exchange ideas, offer lessons learned, make introductions that will help everyone. Attend an event or two. Share what you know and commit to trying something new. Suggest programs and ideas to make us live up to our tagline – Local / Community / Workspace.

4. Come when you like, but don't bogart the desks.

Each membership level comes with a different set of benefits, time limits and amenities. Find a membership that is comfortable and priced for you, but don't abuse the limitations we have set. Let our community manager do what they do best – help us build a great workspace. Don't make them play policeman. That isn't fair to anyone, and no fun for them.

5. Nope. Mom is not here.

Keep it clean. Need we say more?

6. Dress for Success

CraftWork™ aspires to the office for everyone else. We want it to be comfortable, and you to be you. But please remember some members will be meeting clients for the first time, making life-changing presentations, pitching big ideas. Help everyone keep a presentable atmosphere by dressing professionally. You can dress for the beach or camping on your time off.

7. Events. Most times you are invited. But sometimes you're not.

A big part of the shared workspace phenomenon is not just the space, but the events and opportunities to learn, meet other members and hear a great Ted talk or life lesson. Our goal is to host 1-2 of these events per month. Some will be informal mixers, and some will be a themed program. As a member we want you to come. They will take place in our lounge space in the late afternoon/ early evening and may be distracting to those of you that are working. We will give you notice when they are scheduled so you can plan accordingly. Please recognize these are important and will take priority.

Another part of CraftWork's business model relies on outside special events to keep our memberships affordable to the community. At a limited number of times, you will not be able to access certain conference rooms or the back patio. We will always provide plenty of notice and even when events are occurring you will still have access to your office, private desk or the lounge as appropriate to your membership level.

8. Change Happens

You are required to give us 30-day notice if you intend to cancel your membership. Keep in mind we are not required to give you the same notice if you are a bad actor and we must terminate your membership.

We will do our best to keep you up to date on changes to this agreement. Look to our website for the most current copy of any document.

9. Pay On Time!

Monthly membership fees are due on the 1st of the month. We will require a credit or debit card at the inception of your membership to be used by our recurring payment system. You will be charged your monthly membership fees on the credit or debit card automatically at the 1st of every month. Don't forget to notify us if your debit or credit card expires, or you wish to change the account to which your membership is charged.

10. We Try Our Best

We will work to our best efforts to provide and maintain reasonable work conditions, consistent with these Flight Rules, professional in appearance, and accessible to you during primary working hours. These are initially set at 6 am – midnight, but subject to change after initial operational testing.

11. If you are unhappy at CraftWork™

We get it. Sometimes things don't go well. You signed up and it just didn't turn out to be what you expected. Thanks for trying. But regardless of what happens, please don't make derogatory remarks about other members or CraftWork™ as an entity. We always welcome constructive criticism, accompanied by suggestions of how to improve. Oh, and don't gossip. It's a really big waste of everyone's time.

12. The Lawyers made us do it.

Just to be clear, CraftWork™ nor any of its members assume any liability with respect to your business endeavors, use of our premises or services, and participation in events. More importantly we do not accept any responsibility, and will not be liable, for loss of your property – business or personal - resulting from membership or use of premises. And we assume no responsibility for loss, damage, or theft of anything left at CraftWork™ premise - locked or otherwise. Insurance is available to cover these issues, and we strongly suggest you buy some.

You acknowledge and agree that your participation in and/or use of the Services obligates you to

- Maintain all Confidential Information in strict confidence;
- Not disclose Confidential Information to any third parties;
- Not to use the Confidential Information in any way, directly or indirectly, for your or any third parties' benefit.

All Confidential Information remains the sole and exclusive property of CRAFTWORK. You acknowledge and agree that nothing in these Terms or your participation or use of the Services will be construed as granting any rights to you, by license or otherwise, in or to any Confidential Information or any trademark, patent, copyright or other intellectual property rights of CRAFTWORK or any participant or user of the Services.

Participation in or Use of Services

You acknowledge that you are participating in or using the Services at your own free will and decision. You acknowledge that CRAFTWORK does not have any liability with respect to your access, participation in, use of the Services, or any loss of information resulting from such participation or use.

Disclaimer of Warranties

To the maximum extent permitted by applicable law CRAFTWORK provides the Services "as is" and with all faults, and hereby disclaims with respect to the Services all warranties and conditions, whether express, implied or statutory, including but not limited to: merchantability, fitness for a particular purpose, lack of viruses, accuracy or completeness of responses, results, workmanlike effort and lack of negligence. Also there is no warranty, duty or condition of title, quiet enjoyment, quiet possession, correspondence to description or non-infringement. The entire risk as to the quality, or arising out of participation in or the use of the Services, remains with you.

Exclusion of Incidental, Consequential and Certain Other Damages

To the maximum extent permitted by applicable law, in no event shall CRAFTWORK or its subsidiaries (whether or not wholly-owned), affiliates, divisions, and their past, present and future officers, agents, shareholders, members, managers, representatives, employees, successors and assigns, jointly and individually be liable for any direct, special, incidental, indirect, punitive, consequential or other damages whatsoever (including, but not limited to damages for: loss of profits, loss of confidential or other information, business interruption, personal injury, loss of privacy, failure to meet any duty (including of good faith or of reasonable care, negligence, and any other pecuniary or other loss whatsoever) arising out of or in any way related to the participation in or inability to participate in or use of the Services, the provision of or failure to provide Services, or otherwise under or in connection with any provision of these Terms, even in the event of the fault, tort (including negligence), strict liability, breach of contract or breach of warranty of CRAFTWORK and even if CRAFTWORK has been advised of the possibility of such damages.

Limitation of Liability and Remedies

Notwithstanding any damages that you might incur for any reason whatsoever (including, without limitation, all damages referenced above and all direct or general damages), the entire liability of CRAFTWORK or its subsidiaries (whether or not wholly-owned), affiliates, divisions, and their past, present and future officers, agents, shareholders, members, representatives, employees, successors and assigns under any provision of these Terms, and your exclusive remedy for all of the foregoing, shall be limited to the aggregate amount you have paid for the Services. The foregoing limitation of liability shall apply to the maximum extent permitted by applicable law, even if the limitation would result in you not fully being compensated for your actual damages.